

CUSTOMER SERVICE

BEST PRACTICES PAYING DIVIDENDS

Presented by
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Receive Order

- Dates
- From & To
- How much-best guess

TIME TO MOVE

- Summer-GO-GO-GO
- Winter-More capacity
 - What to do

QUICK MOVE

- Flexibility
- Storage needed
- Carrier-Response time

PRE MOVE CONSULTATION

- Information/Package
- Counseling sheet
- Carrier Responsibility

CONTACT ORIGIN AGENT/SURVEY

- Weight/cube
- Special needs
- Entitlements

FOLLOW UP SURVEY RESULTS

- Shippers Responsibility
 - High Value
 - Prohibited Items

SEND GBL WORKSHEET

- Determine entitlement
- Clarify/authorize extra services
 - Overview of services

REGISTER SHIPMENT/DATES

- Dates/Spreads-Transit Guide
 - Internal Dispatch
 - Flexibility

RECONFIRM

- All parties on same page
- Before pack and load
 - Very nervous

CALL TO GO OVER MOVE

- New home
- Last minute questions
- Last minute changes

CONFIRM VAN ASSIGNMENT

- Contact driver and his agent
 - Access/Special needs
 - Date confirmations

CONFIRM ORIGIN SERVICES

- Packing and third party
- Time frames for services
 - Make home ready

DAYS OF PACKING

- Destination Information
 - Contact with driver
- Questions from shipper

DAY OF LOAD CALL

- Confirm inventory procedure
- Last minute changes/Delivery
- Reinforce notice for delivery

CONFIRM DESTINATION SERVICES

- Shipment set up
 - Unpacking
 - Third party

DAY OF DELIVERY CALL

- Questions on services
 - Good contact info
- Reminder for feedback

FOLLOW UP QUALITY CALL

- How it went
- Claims Procedure as necessary
 - 3080 process

ISSUE THANK YOU LETTER

- Thank you
- Referral
- Any concerns

FOLLOW UP CLAIM ACTIVITY

- Urgent needs
 - Advocate
- Review forms and update

RETRIEVING THE 3080

- Insure good destination contact information
 - Isolate any needs/issues
- Reinforce necessity of return

YOUR PRESENTER

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An Agent for Mayflower Transit

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Thank you for your time